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Community, Aboriginal
and Women's Services

2002/03
Annual Service Plan Report

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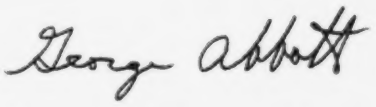
Accountability Statement

The 2002/03 Ministry of Community, Aboriginal and Women's Services Annual Service Plan Report was prepared under my direction and in accordance with the *Budget Transparency and Accountability Act*. This report compares the actual results to the expected results identified in the ministry's 2002/03 – 2004/05 Service Plan. I am accountable for the ministry's results and the basis on which they have been reported.



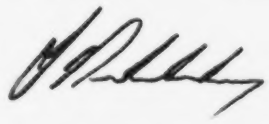
Honourable George Abbott
Minister of Community, Aboriginal
and Women's Services

May 29, 2003

Minister of State Accountability Statement

I am the Minister of State for Community Charter and 2010 Winter Olympic Bid and under the *Balanced Budget and Ministerial Accountability Act*, I am accountable for the following results and the basis on which the related portion of the 2002/03 Ministry Annual Service Plan Report was prepared.

Expected Results for 2002/03	Results Achieved
• Release a White Paper on the proposed Community Charter Phase I legislation.	Yes
• Introduce the Community Charter Phase I legislation.	Yes
• Complete International Olympic Committee (IOC) questionnaire by June 2002.	Yes
• If Vancouver is accepted by the IOC as a candidate bid city, submit bid book to IOC by January 2003.	Yes, bid book submitted



Honourable Ted Nebbeling
Minister of State for Community Charter
and 2010 Olympic Bid

May 29, 2003

Minister of State Accountability Statement

I am the Minister of State for Women's Equality and under the *Balanced Budget and Ministerial Accountability Act*, I am accountable for the following results and the basis on which the related portion of the 2002/03 Ministry Annual Service Plan Report was prepared.

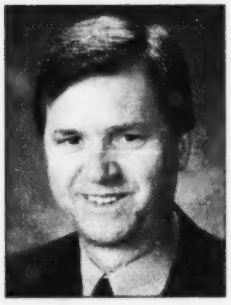
Expected Results for 2002/03	Results Achieved
Develop the best practices guide to assist ministries in ensuring that new policies and programs do not disadvantage women (guide will be developed in 2002/03).	Yes
Complete an inventory of transition houses, safe homes and second stage housing.	Yes
Develop and implement a safer community strategy for women in shelters and transition houses. Strategy will be submitted in 2002/03.	Yes
Develop and implement a province-wide strategy for the delivery of women's services. Strategy will be submitted in 2002/03.	Yes
Develop and implement a long-term strategy for encouraging the expansion of safe, affordable child care services. Strategy will be submitted in 2002/03.	Yes

Honourable Lynn Stephens
Minister of State for Women's Equality

May 29, 2003

BRITISH COLUMBIA

Ministry of Community, Aboriginal and Women's Services



It is my pleasure to present the second annual Service Plan report for the Ministry of Community, Aboriginal and Women's Services. This report lists the performance of the ministry's eight program areas — the widest range of any provincial ministry. To best meet the diverse responsibilities, we work in partnership with communities and other levels of government, to strengthen and improve the day-to-day lives of British Columbians.

Building on the foundation of a ministry formed less than two years ago, we are combining the traditional roles of government with our *New Era* commitments for economic growth, renewal and innovation. The Ministry of Community, Aboriginal and Women's Service is on schedule with the *New Era* commitments, in addition to other ministry achievements.

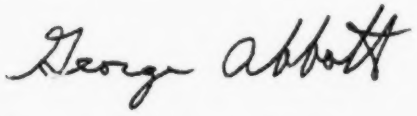
From local government initiatives to Aboriginal services to the Olympic Bid, to name just a few, there is a great range of our ministry's accomplishments. The Local Government Department is working on implementation of the Community Charter, while continuing to provide the legislative framework and advice to local governments across BC. We are ahead of the target for approved projects under the Canada/B.C. Infrastructure Program to provide safe drinking water and appropriate wastewater treatment at the community level.

Through the Aboriginal Directorate, efforts to improve the quality of life for Aboriginal people in British Columbia are continuing. Programs such as the Aboriginal Youth FIRST, Aboriginal BEST and the Aboriginal Employment Partnership Initiative, focus on employment and business skills. These programs are possible as we are building partnerships with other levels of government and the private sector.

The outcome of the 2010 Winter Olympic Games and Paralympic Games bid will be known on July 2, 2003. Over the past year, our ministry supported the 2010 Olympic Bid Secretariat, and worked with partners on local initiatives through the Vancouver Agreement. Through this latter agreement, Aboriginal health and well-being, economic development and revitalization programs were established.

Over the past year, funding for housing programs was increased to the largest provincial contribution ever. Given this increase, we still need to work in partnerships to create the most appropriate housing options for our most vulnerable citizens. Recently, we introduced Independent Living BC — a multi-partnership housing-for-health program between BC Housing, the Ministry of Health Services, other levels of government, and the private and non-profit sectors.

Our ministry's vision is safe, secure and healthy communities. To accomplish this, we remain committed to the strategic shifts introduced in the ministry's first year. This is possible due to a successful change in corporate culture and the hard work of ministry staff. While we are meeting the goals and objectives of the three-year service plan, we also know that there is room for improvement. Through partnerships, cooperation and diligence, we are well positioned to stay the course, and to continue to enable communities in reaching their potential, benefiting all British Columbians.



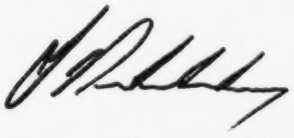
Honourable George Abbott
Minister of Community, Aboriginal and Women's Services

Message from the Minister of State for Community Charter and 2010 Winter Olympic Bid

As Minister of State responsible, it is an honour to once again include an update on the Community Charter and the 2010 Winter Olympic Games and Paralympic Games bid. These two exciting portfolios complement our commitment to the economic renewal of British Columbia.

This year, we made fundamental progress in bringing the Community Charter forward as legislation. The Community Charter is the most empowering local government legislation in Canada. As such, after the draft Charter was introduced, the consultation period was extended to give the submissions from the community at large the accordance they deserved. The resultant legislation is a balance of greater autonomy for municipalities, more accountability to the public and protection of interests of all British Columbians.

We continue to build on the spirit and excitement of the 2010 Winter Olympic Games and Paralympic Games bid. A technically superior, and I believe, winning bid was submitted to the International Olympic Committee. The 2010 Winter Olympic Games and Paralympic Games will be an unparalleled economic development opportunity for our province. The games will also allow us to fulfill commitments to physical fitness and sports participation through building lasting legacies with programs, which include LegaciesNow and the Olympic Arts Fund. I am confident in British Columbia's ability to go for the gold.



Honourable Ted Nebbeling
Minister of State for Community Charter and 2010 Olympic Bid

Message from the Minister of State for Women's Equality

As the Minister of State for Women's Equality, my priority is to build and maintain sustainable programs for women and children escaping violence, and to develop a child care system that supports families, children and child-care providers throughout British Columbia.

Our accomplishments over the past year demonstrate our commitment to these priorities. Our new web-based Women's Directory is one of our government's most frequently visited web sites. It provides a comprehensive list of programs offered by government for women, or used primarily by women.

Over the past year, we have maintained the budget for transition houses, safe homes and second stage housing. More than 12,000 women and children escaping violence found shelter in our transition houses and safe home programs. We also maintained the budget for Stopping the Violence counselling for women who experienced violence and children who witnessed abuse. We continue to work with transition house service providers to improve how we fund these critical services.

I believe that child care is essential for parents to participate in the labour force, and obtain education and training. Parents must have child care options, and those options must be sustainable, equitable and available in the future for all British Columbians. Our new long-term sustainable child care strategy includes programs to support child care providers and parents, in a fair and equitable way. Funding is consistent and predictable. The strategy is part of our *New Era* commitment to support the availability of child care spaces, providing families with child care options.

In November 2002, we announced the new Child Care Operating Funding Program which made many child care providers eligible for operating funding from the government for the first time. The program also substantially increases the number of child care spaces eligible for provincial government funding. We also increased capital funding for the construction of new child care centres.

We remain committed to ensuring government programs address issues relating to women's economic and social equity. I will continue to work to ensure women are safe in their communities, and that child care will be sustainable in the future for B.C. families.

Honourable Lynn Stephens
Minister of State for Women's Equality

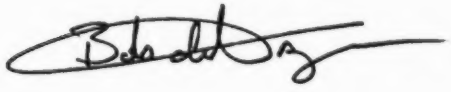
Message from the Deputy Minister

The success of an organization is built upon the work and skills of its members, and our ministry is no exception. Even as the changes and transformations of our first year continued, we maintained the high level of service our clients and partners have come to expect.

The Ministry of Community, Aboriginal and Women's Services encompasses eight wide-ranging program areas with nearly forty branches. Over the past year, we have worked hard to meet our service plan commitments in each area.

Our ability to successfully meet our objectives as a ministry is a direct result of the efforts of each and every staff member. While working towards common goals, we all exercised personal responsibility, and remained committed to building a high-performance organization — where we deliver meaningful and valued services, and have a great time doing it.

In the last two years, we have succeeded by building on our diversity. Drawing upon an amazing capacity of skilled, knowledgeable and experienced people, we have also built a strong reputation for performance and achievement. This reputation is based on three interlinked qualities: straightforwardness, dedication and energy. We will continue to strengthen these qualities to even better serve our clients, our partners and our public service.



Bob de Faye
Deputy Minister of Community, Aboriginal and Women's Services

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Year-at-a-Glance Highlights

April 2002

BC's public libraries benefited from $8.6 million in provincial funding for operating costs and additions to library collections.

BC's local governments received unconditional grants consisting of:

- $23.9 million in small community protection grants, for small- and medium-sized municipalities to fund basic services for residents such as road and parks maintenance, recreation facilities and services and community planning;
- $2.1 million in regional district grant funding;
- $10 million in additional unconditional grants for municipalities providing police services, allocated on the basis of their policing costs.

Pilot launched for the Aboriginal FIRST program to build leadership and sports training skills in Aboriginal youth in remote communities.

Contributed $5.5 million as the second instalment toward doubling the Physical Fitness and Amateur Sport Fund. The increase from $22 million to $44 million will be completed in April 2004. This will ensure that more money is protected for sport in each budget.

Provided $5 million as the second instalment toward the commitment of $20 million to create the Olympic Arts Fund.

Increased the First Citizens Fund by $9 million. The fund has now been built up to $54 million. Interest from the fund supports Aboriginal friendship centers, student bursaries, and economic development programs.

Increased funding to promote Aboriginal languages, up to $1 million per year.

Committed to developing 3,500 new housing units for the frail elderly in partnership with Health Authorities under the Independent Living BC program.

May

Community Access Terminals installed in all 58 Government Agent offices.

Community Charter draft legislation and discussion paper released.

June

Announced funding for 79 green infrastructure projects under the Canada-BC Infrastructure Program in conjunction with the Ministry of Competition, Science and Enterprise.
The projects are worth $204 million. This brought the total number of projects in which federal-provincial infrastructure money was provided for water and sewer projects to 94. These projects meet critical needs such as drinking water quality. The total value of these projects was $239 million.

Aboriginal Employment Partnership Initiative was announced in Nanaimo on National Aboriginal Day. The Aboriginal Employment Partnership Initiative partners with employers to identify employment and economic opportunities for Aboriginal people.

Vancouver Agreement partners provided $4.5 million for initiatives to revitalize the Downtown Eastside business environment.

August

The International Olympic Committee included Vancouver on its short list of candidate cities to host the 2010 Winter Olympics.

Prime Minister Jean Chrétien officially opened the Chinatown Millennium Gate in Vancouver. The project was funded by the Vancouver Agreement partners and the Chinatown community.

October

Inaugural First Citizens' Forum was held on October 11.

Facilities and equipment grants totaling $400,000 was distributed to three child care centres in North Vancouver, helping to create almost 300 spaces.

November

Launched the new Child Care Operating Grant, the new system of funding child care centres.

An independent consultant's report concluded that hosting the 2010 Olympic and Paralympic Winter Games will mean major economic benefits for B.C.

December

Funding of $150 million for the Greater Vancouver Regional District Seymour filtration plant was announced through the Canada-BC Infrastructure Program.

Introduced the student component of the Provincial Nominee Program to encourage foreign students to stay in British Columbia to help address critical skills shortages.

January 2003

The ministry provided $800,000 to Aboriginal health programs in the Downtown Eastside under the Vancouver Agreement.

The Aboriginal Business Advisory Office opened in Cranbrook.

The Woodward's building was sold to the City of Vancouver for $5.5 million, with a commitment by the Province to create 100 low-cost housing units.

Delivered the Olympic Bid Book to the International Olympic Committee and contributed $380,000 to Celebration 2010 — to support arts and culture through the Olympic Bid.

February

The ministry announced the re-investment of $10 million in the child care parent subsidy. This benefits 9,000 children in low-income families by helping with child care costs.

Introduced the *Museum Act*, enabling the Royal British Columbia Museum to create a new independent structure that will allow it to operate more efficiently and improve services.

March

Introduced *Community Charter* legislation.

Introduced the *Safety Standards Act* and the *Safety Authority Act*.

The Federal/Provincial Early Learning and Child Care Agreement and completed; British Columbia will get $121 million over five years.

Launched the new Child Care Capital Fund providing $2.5 million to assist with capital costs of repairing or building new child care spaces.

Created a $5 million Heritage Legacy Fund endowment to strengthen heritage conservation and empower communities to take leadership roles in heritage.

Ministry Role and Services

Introduction

The Ministry of Community, Aboriginal and Women's Services was established June 5, 2001 through the amalgamation of programs from seven former ministries. Shortly thereafter, work began to develop the ministry's first Service Plan, setting out goals, objectives, strategies, targets and performance measures for the 2002/03 to 2004/05 fiscal years. This Annual Service Plan Report completes the accountability cycle for 2002/03, reporting on the ministry's performance for the fiscal year, compared to the targets set in the Service Plan. It also reports achievements for which performance targets were not set when the plan was developed.

All achievements documented in this report result from the work of the ministry's eight departments:

- Local Government
- Safety and Standards
- Housing and Building Policy
- Aboriginal, Multiculturalism and Immigration Programs
- Community Services and Culture
- Women's Services and Child Care
- Olympic Bid, Community Initiatives and Vancouver Agreement
- Corporate Services

The ministry is also responsible for more than 30 Crown corporations, agencies and boards, and for over 40 pieces of legislation. These are listed in Appendices A and B respectively.

Ministry Vision, Mission and Values

Vision

Safe, secure and healthy communities.

Mission

Working in partnerships to support safe, secure and healthy communities by:

- establishing appropriate legislative, regulatory and policy frameworks;
- promoting and protecting provincial interests by funding performance-based services for communities; and
- delivering innovative services through e-government and third party service providers.

Values

- Focus on our clients.
- Create beneficial partnership opportunities.
- Use resources wisely.
- Treat employees and clients fairly and equitably.
- Create a culture of accountability, innovation and excellence.

Ministry Overview

The following section describes the ministry's eight departments, including their roles in serving the public, their areas of strategic focus and, where appropriate, their future directions for 2003/04 and beyond. Information on each department's achievements is provided in the Performance Reporting Section.

Local Government Department

The Local Government Department is responsible for maintaining a modern legislative framework and providing focused programs and advice to British Columbia's local governments and public libraries. In 2002/03, the department moved forward to develop a framework for open, accountable and financially responsible local governments through the Community Charter. This strategic initiative builds on the *Local Government Act* to give municipalities greater powers and new freedom to take action and make decisions that respond to the needs and priorities of the people they serve.

The department also worked in 2002/03 to change its focus from regulating local governments to providing advice and focused programming within a legislative framework that broadly empowers local governments.

The department provides support and service in the following areas:

The **Community Transition Division** works with local governments in communities facing serious economic challenges to manage the impacts of industry restructuring.

The **Governance and Structure Division** supports implementation of new legislation, changes to local governance and boundaries, advises on complex local government issues, and works to build relationships between local governments and First Nations.

The **Intergovernmental Relations and Planning Division** supports community and regional strategic planning, inter-governmental relations and dispute resolution.

The **Local Government Policy and Research Branch** supports the development of local government and safety policy, ministry legislation and local government programs.

The **Local Government Services and Infrastructure Division** supports local governments through statutory approvals, information and advice to protect the administrative and

financial viability of local governments, infrastructure planning, infrastructure construction grants, and partnerships with other government authorities to deliver programs that improve local infrastructure.

The **Public Library Services Branch** supports public libraries through grants, advice, and information and training initiatives. It also strengthens partnerships with other governments, public agencies and the private sector to foster financial support for libraries.

Safety and Standards Department

This department serves the public through two divisions:

Safety Engineering Services is responsible for programs that encourage safety in the design, manufacture, construction, installation, operation and maintenance of intra-provincial railways, aerial tramways, electrical systems, boilers, pressure vessels, gas equipment, elevating devices and institutional refrigeration systems. Headquartered in New Westminster, the division operates from offices in 30 locations throughout the province. As a result of decisions made through the Core Services Review, Safety Engineering Services will move to an independent safety authority by April 1, 2004.

Office of the Fire Commissioner is the senior fire authority in the province, responsible for fire safety legislation, major fire investigation, provincial response to major fire emergencies, advice to local fire departments on fire protection services, training and public fire safety education. Services are delivered through regional offices in Kamloops, Prince George, Cranbrook and Victoria.

Housing and Building Policy Department

This department has two branches:

The **Housing Policy Branch** is responsible for developing provincial housing policy, strategies and programs. It also provides policy advice on specific issues such as the residential construction industry, leaky condos, housing markets, social housing, homelessness, housing for persons with special needs, and local government's role in housing. The branch also publishes research and guides on housing issues.

The **Building Policy Branch** provides policy advice on British Columbia's building regulatory system to advance building safety and accessibility. It administers the BC Building Code, focusing on the development, maintenance and application of related regulations, and acting as the secretariat to the BC Building Code Appeal Board.

The department also works closely with two Crown agencies for which the ministry is responsible:

- BC Housing provides housing assistance programs for low- and moderate-income households and works in partnership to create housing options for the most vulnerable in our communities.

- The Homeowner Protection Office licenses residential builders and building envelope renovators and provides advice and financial assistance to owners of water-damaged homes (leaky condominiums).

Community Services and Culture Department

This department is responsible for a variety of programs and services that support the quality of life and self-sufficiency of British Columbia communities. In 2002/03, it served the public through four branches:

The **Cultural Services Branch** develops policy and administers programs to support arts and culture, and provides policy, program and administrative support for the British Columbia Arts Council.

The **Heritage Branch** is responsible for preserving historical artifacts and providing public programs at 30 provincial historic sites. The branch works with federal and local governments to implement the Historic Places Initiative — a national register of heritage sites.

The **Sport and Physical Activity Branch** works with partner organizations to promote health and well-being by supporting opportunities to increase British Columbians' access to sport and physical activity.

The **Government Agents Branch** provides public access to hundreds of government services in over 50 program areas. Services are available over the counter, via telephone or fax, and over the Internet through Community Access Terminals in 58 offices across British Columbia. The Government Agents Branch was transferred to the Ministry of Management Services as of April 1, 2003.

Olympic Bid, Community Initiatives and Vancouver Agreement Department

This department focuses on two key initiatives:

The **Olympic Bid Secretariat** represents the Province as a member partner in the Vancouver 2010 Bid Corporation. Other partners are the City of Vancouver, the Resort Municipality of Whistler, the Canadian Olympic Committee and the Government of Canada, along with many corporate sponsors. Their mutual vision is to create sustainable legacies for sport development, host communities, the province, the country and the global Olympic family by hosting an outstanding Olympic and Paralympic Winter Games in 2010.

The **Community Initiatives and Vancouver Agreement Branch** is responsible for the BladeRunners program, the inclusive Olympics initiatives and the province's participation in the Vancouver Agreement. The Vancouver Agreement is a five-year agreement among the federal government, British Columbia and the City of Vancouver. Its purpose is to improve social and economic conditions in Vancouver communities, with the first focus on the Downtown Eastside.

Women's Services and Child Care Department

This department has four branches:

The **Stopping the Violence Branch** is responsible for funding and administering programs to support community-based violence prevention projects, counseling programs for women who have experienced violence, transition house programs for women and children leaving abusive relationships, and counseling programs for children who witness abuse.

The **Women's Policy Branch** provides policy analysis and research support to government on issues that affect women. Working with other ministries and jurisdictions, the branch identifies and analyzes issues of concern to women including economic, health and justice issues.

The **Child Care Policy Branch** develops policy and legislation and provides analysis, evaluation and research on child care issues.

The **Child Care Programs Division** administers programs that provide operational funding to assist eligible licensed group and family child care providers with the cost of providing care. As of April 1, 2003, it is also responsible for a program providing subsidies to parents to pay for child care.

Aboriginal, Multiculturalism and Immigration Programs Department

This department has three major areas of responsibility:

The **Immigration Division** is responsible for managing and implementing the Agreement for Canada-British Columbia Co-operation on Immigration. It also works to maximize the social and economic benefits of immigration to British Columbia by ensuring that the federal government considers the province's interests regarding immigration levels, planning, policy and legislation. Other responsibilities include the design and delivery of the Provincial Nominee Program, as well as strategic initiatives to support the recognition of foreign-trained, skilled workers' credentials in the province.

The **Settlement and Multiculturalism Branch** oversees the planning, funding, implementation and management of anti-racism, multiculturalism and immigrant settlement programs. The branch helps newcomers adapt to life in Canada through contracts with 100 third-party agencies providing essential settlement services.

The **Aboriginal Directorate** leads the development of cross-government programming and policy to increase participation of Aboriginal people and communities in the life and economy of British Columbia. This includes identifying initiatives and opportunities for integrated service delivery, one-stop access to program and service information, access to social and economic development opportunities, and the promotion of Aboriginal language preservation. The Directorate also represents provincial interests in federal/provincial processes and negotiations.

Corporate Services Department

In 2002/03, this department had six branches: Corporate Policy and Planning, Finance and Administrative Services, Human Resources, Organizational Transformation and Development, Information and Privacy, and Information Systems. These branches worked with the Office of the Deputy Minister and the Communications Branch to provide common services that support the ministry's programs in achieving their objectives.

The ministry's organizational structure is illustrated in Appendix C.

Ministry Operating Context

The Ministry of Community, Aboriginal and Women's Services has one of the broadest mandates in government and is therefore affected by a wide range of issues. The following section lists those that had the greatest impact on programs and services in 2002/03.

- British Columbia's economy grew by 1.8 per cent in 2002, and the Economic Forecast Council has projected growth of 2.7 per cent in 2003. This growth generally supports the ministry's efforts to enhance the quality of life in communities.
- Population growth has not been equitable across British Columbia. Between 1996 and 2001, urban centres recorded the highest rates of growth, while some rural communities recorded the fastest population declines in the country. These trends are expected to continue in the future, creating new challenges for both urban and rural communities, and for the ministry in serving them.
- Changes in technology and the increasing application of computer software to engineering installations represent an ongoing challenge for the ministry. The Building Policy Branch and Safety Engineering Services must work diligently to keep provincial policy and legislation current for industry.
- Housing construction is contributing to British Columbia's economic recovery. However, there continues to be an undersupply of rental housing. The ministry began work on a housing policy framework in 2002/03 to support continued growth while leveraging partnerships to create more affordable housing.
- Most parents with young children continue to work outside the home, creating a continuing need for child care services.
- Women's wages continue to lag behind men's. For example, according to the 2001 census, women working full-time, full-year earned 70 per cent of what men earn. This underlines the continuing need for ministry leadership in government to evaluate the impact of government decisions on men versus women.
- Aboriginal people continue to experience a lower standard of living than other British Columbians. For example, the life expectancy for status Indians is 7.5 years less than the expectancy of other British Columbians. To help support improvements in their standard of living, the ministry is working to better coordinate services for Aboriginal people.

- In 2002, 33,874 immigrants landed in British Columbia, many with little understanding of how to secure housing or access services. Although immigration levels declined by nearly 12 per cent compared to 2001, British Columbia retained its 15 per cent share of immigrant landings in Canada over the same period. Ministry funding of settlement services helps new immigrants become contributing members of their communities more quickly.
- Culture, heritage, sports and public library services enrich British Columbians' lives and enhance their communities. Shifting economic realities are causing many communities to place greater emphasis on the economic benefits of culture. Declining activity levels amongst youth are creating a need to promote the benefits of sports and physical activity for young people.
- The ministry is leading British Columbia's participation in the 2010 Olympic Bid. In a February 22, 2003 referendum, nearly two-thirds of Vancouver voters said they supported the city's bid to host the 2010 Winter Olympics. The ministry will be challenged to maximize the social and economic benefits of winning the bid for all British Columbians.
- Local governments face many issues such as growing federal government interest in communities, greater demand for local public services and increasing awareness of environmental issues, including those affecting drinking water. The new Community Charter will redefine relationships between the Province and local governments, and has generated significant discussion and consultation over the past year.
- In 2002/03, the ministry continued its move from a focus on service delivery to a focus on governance, consistent with trends towards centralized delivery of corporate services, and the use of third-party service providers. This shift includes downward pressure on budgets and staffing, as well as shifts in strategic direction, and can be seen across the scope of ministry operations, in areas as diverse as the Office of the Fire Commissioner, the Building Policy Branch, and multiculturalism and immigration.

Update on *New Era* Commitments

In June 2001, the government presented its *New Era* commitments, 24 of which fall within the mandate of the Ministry of Community, Aboriginal and Women's Services. Implementing these commitments continues to be a top priority. Some can be (or have been) accomplished fairly quickly, while others require ongoing, long-term implementation. Recognizing this, the ministry's progress in meeting these commitments is reported here in the following four categories:

1. Achieved and concluded (8)
2. Underway and on schedule (9)
3. Key deliverables scheduled for 2003/04 or 2004/05 (3)
4. Another ministry or government body has the lead responsibility (4)

For a detailed progress report on all 24 of the ministry's *New Era* commitments, see Appendix D.

Core Business Areas

In keeping with instructions for developing its Service Plan for 2002/03 to 2004/05, the ministry focused its planning for 2002/03 around five core business areas. These are grouped by function (e.g., policy services, service delivery). Major programs, clients and outputs for these areas are described in the Ministry Overview section.

Core Business: Effective Local Government, Aboriginal and Women's Services

Programs associated with this core function include:

- Local Government Services
- Library Services
- Local Government and Library Transfers
- Community Transition
- University Endowment Lands
- Aboriginal Directorate
- Women's Policy

Core Business: Safety and Standards

Programs associated with this core function include:

- Safety Engineering Services
- Office of the Fire Commissioner
- Building Policy Branch

Core Business: Citizen Access to Government

This core function is provided through 58 Government Agent offices throughout the province. Government Agents provide access to B.C. government services, as well as some services from other governments and the private sector, through a range of service delivery methods including face-to-face service, telephone, fax, e-mail and Internet access through Community Access Terminals.

Responsibility for the Government Agents Branch was transferred to the Ministry of Management Services as of April 1, 2003.

Core Business: Services for Communities and First Nations

Programs associated with this core function include:

- Women's Services
- Child Care Services
- Housing
- Culture, Heritage and Sport, including the Physical Fitness and Amateur Sport Fund
- Aboriginal Programs, including First Citizens Fund
- Multiculturalism and Immigration
- Olympic Bid Secretariat
- Community Initiatives and Vancouver Agreement
- Olympic Arts Fund
- Royal BC Museum (funding only)

Core Business: Corporate Services

Corporate Services support the delivery of ministry programs. In 2002/03, this area had six branches:

- Human Resources
- Finance and Administration
- Information Technology
- Corporate Policy and Planning
- Information and Privacy
- Organizational Transformation and Development

Performance Reporting

The Ministry of Community, Aboriginal and Women's Services published its first Service Plan in February 2002, setting out goals, objectives, strategies, performance measures and targets for the 2002/03 to 2004/05 fiscal years. Since that time, the ministry has significantly strengthened its capacity for strategic planning and performance measurement. To understand the most current state of the ministry's goals and related performance measures, please see its Service Plan for 2003/04 to 2005/06.

The following section reports on the ministry's success in meeting the performance targets identified in the Service Plan for 2002/03. It also discusses variances in cases where performance levels differed substantially from Service Plan targets. Additional information is also provided to highlight achievements for which no performance measures had yet been established when the Service Plan was published.

Core Business: Effective Local Government, Aboriginal and Women's Services

Goal 1: Open, accountable and financially responsible local government.

Objectives:

1. To deliver the Community Charter.
2. To ensure that communities have safe drinking water and appropriate sewage treatment.
3. To promote the efficiency and effectiveness of the local government and public library systems.

Performance Measure	Target 2002/03	Actual 2002/03
Introduction of *Community Charter* legislation		
• White paper including draft of Community Charter Phase 1	• Spring 2002 legislative session	• A white paper, *A Community Charter: A new Legislative Framework for Local Government* was released in May 2002.
• Introduce Phase 1 legislation that will deal with the day-to-day operations of municipalities	• Complete	• Bill 14, the *Community Charter* was introduced into the legislature on March 11, 2003.

Performance Measure	Target 2002/03	Actual 2002/03
Number of sewer and water system projects approved under the Canada/BC Infrastructure Program. **Baseline: 60**	75	82
% increase in population served by appropriate water systems **Baseline: 50%**	10% over five years	10% improvement in water and sewer systems is expected to be achieved over five years as new systems come on line. This represents an improvement for 400,000 people or about 10% of the provincial population of 3.9 million.
% increase in population served by appropriate sewer systems **Baseline: 70%**	10% over five years	
% of municipalities meeting ministry financial tests of viability: • no deficit • no default on loan **Baseline: 100%**	100%	100%

Other achievements for which targets were not set in the Service Plan for 2002/03:

- The Local Government Department provided assistance leading to two major incorporation decision votes: Salt Spring Island voters rejected incorporation; Lantzville voters approved it. The District of Lantzville Letters Patent was subsequently developed and given approval by Cabinet.
- The *Municipal Boundary Extension Criteria* document was completed and released. This responded to significant demand on the part of local governments and the public to document these initiatives. The department also provided funding and assistance for nine restructure studies. Restructure is a generic term for any major change in the structure of a local government such as incorporation of a new municipality, or the inclusion of a significant population and rural territory into its boundary.
- The Capital Regional District board gave third reading to its Regional Growth Strategy, and the board of the Fraser Valley Regional District gave first reading to its Regional Growth Strategy. These significant milestones were reached following several years of collaborative effort amongst local governments and provincial agencies, with financial and organizational support from the Local Government Department.

Goal 2: Improve the quality of life of Aboriginal peoples in BC.

Objective:

1. To improve partnerships and co-ordination with the federal government to address the needs of the Aboriginal people in BC.

Performance Measure	Target 2002/03	Actual 2002/03
Provincial strategy to increase federal funding for Aboriginal programs and services	Complete	The strategy is complete
• Inventory of all service agreements		• The inventory of service agreements with Aboriginal communities is complete.
• Database established		• The database of provincial government Aboriginal programs and initiatives is complete.
• Cabinet approval		• The strategy was approved by an advisory group of ministers in July 2002.[1]
• Develop performance measures to assess improvements in quality of life for Aboriginal people in BC.		• First step completed — health-related baseline information has been obtained. Next step of fully developing measures began in March 2003.[2]

Discussion of variance:

[1] A decision was made that the strategy could be implemented based on the approval of the advisory group of ministers, therefore Cabinet approval was not sought.

[2] The ministry will continue work in 2003/04 to develop performance measures to assess improvements in the quality of life for Aboriginal people in BC. This will be done as part of the Aboriginal Socio-Economic Strategy project. This is a government priority, coordinated by the Aboriginal Directorate.

Other achievements for which targets were not set in the Service Plan for 2002/03:

- The Aboriginal Directorate completed an analysis of service agreements with Aboriginal communities. This supported the ministry's work to engage the federal government in improving services to Aboriginal people in BC.
- The inaugural First Citizens' Forum was held on October 11, 2002 and attended by representatives of Aboriginal communities throughout BC. The forum will now be held annually to support a continuing dialogue between Aboriginal people and the Province.

Goal 3: Address systemic barriers affecting women.

Objective:

1. To ensure that government programs address issues relating to women's economic and social equity.

Performance Measure	Target 2002/03	Actual 2002/03
Best practices guide to assist ministries in ensuring that new policies and programs do not disadvantage women.	Developed	Complete. The guide is intended for use by government policy and program analysts.
Report to assess provincial performance in advancing the status of women. • Develop performance measures to assess the status of women in BC.	Performance measures developed	Complete. A related report will be released in 2003/04.

Note: The *Guide to Best Practices in Gender Analysis* is available on the ministry's Web site at www.mcaws.gov.bc.ca/womens_services/

Other achievement for which targets were not set in the Service Plan for 2002/03:

- The ministry established an online version of its Women's Services Directory in March 2003 to help women access BC. government services more effectively.

Core Business Area: Safety and Standards

Goal 4: Sustainable level of safety in the built environment.

Objectives:

1. To establish and support a network of Local Assistants to the Fire Commissioner appointed under the authority of the *Fire Services Act*.
2. To support public education on safety.
3. To establish and support a framework for safety.
4. To develop a framework for the regulation of the housing construction industry.

Performance Measure	Target 2002/03	Actual 2002/03
Implementation of new information system for Safety Engineering Services.	March 2003	Prototype software was completed by March 2002. A decision was made to continue with purchasing software and implementing across the division in 2002/03. Software was developed for a number of disciplines by March 2003, and is expected to be fully implemented by December 2003.[1]

Discussion of variance:

[1] The new information system was only partially developed by March 2003. The delay in completing this project stemmed from the original completion target being set before details of the implementation plan were firmly established. The system will be in place in time for the launch of the new Safety Authority in April 2004.

Other achievements for which targets were not set in the Service Plan for 2002/03:

Office of the Fire Commissioner

- The office provided 15 introductory courses for the new Local Assistants to the Fire Commissioner, as well as six fire inspection courses and 10 fire investigation courses. It also provided eight workshops on topics specific to fire prevention. Approximately 800 people were trained through these initiatives.
- The office introduced the Fire Information Retrieval and Evaluation System, which enables fire departments to submit their fire loss reports online. The system will significantly improve local departments' capacity to share information and the Province's capacity to aggregate information and determine trends.

Safety Engineering Services

- This division developed two pieces of legislation, which were introduced in March 2003. Bill 19 (*Safety Standards Act*) and Bill 20 (*Safety Authority Act*) stemmed from recommendations of the Safety Systems Review, which was launched in 1995 and led to the 1997 report, which initiated the Safety Systems Transformation Project. The *Safety Standards Act* will replace four existing pieces of legislation pertaining to safety and standards with a modern regulatory regime. The *Safety Authority Act* will provide the legislative framework for the creation of an independent safety authority. Delivery of safety services will be moved from government to this authority by April 1, 2004.

Building Policy

- The ministry concluded 13 weeks of Internet-based consultation with stakeholders on proposed changes to the joint national/provincial/territorial building, fire and plumbing codes. The volume and quality of contributions from construction industry stakeholders surpassed the ministry's expectations. These contributions will help to shape the development of new objective-based codes.

Core Business Area: Citizen access to government

Goal 5: To expand the range and access to government services through new business models and partnerships.

Objective

1. To expand the range and access to government services through new business models and partnerships.

Performance Measure	Target 2002/03	Actual 2002/03
Number of communities with access to electronic government services using community access terminals. **Baseline: 0**	58	Community Access Terminals were installed in 58 communities in Spring 2002.
Customer service satisfaction with government agents (GA) as measured by annual survey.		
Baseline: 94% of customers were satisfied with service from GA point of service.	95%	93% of customers were "Very satisfied" or "Satisfied" with the service they received at a Government Agent office.[1]
Baseline: 97% of customers got what they needed when they visited the GA point of service.	95%	96% of customers got what they needed when they visited a Government Agent.[1]

Discussion of variance:

[1] Although the numbers presented above suggest a slight decline from baseline levels of customer satisfaction, the variances are not considered statistically significant. In other words, satisfaction levels were essentially unchanged during 2002/03.

Other achievements for which targets were not set in the Service Plan for 2002/03:

- During 2002/03, the Government Agents Branch took a lead role in the inter-ministry Service Delivery Project. This involved development of a strategy for integrated, multi-channel service delivery in 16 communities across British Columbia.
- In 2002/03, Government Agents provided 2.1 million customers with information and access to government programs and services, and completed 2.3 million revenue transactions. The program areas that are accessed most frequently include the Medical Service Plan (payments and enquiries), driver licensing, and various forms of tax payments (primarily Provincial Sales Tax and Hotel Tax, and Real Property Tax for rural areas).

Core Business Area: Services for communities and First Nations

Goal 6: Strong, diversified communities.

Objectives:

1. To increase the vitality of our communities, through support for the arts, culture and heritage preservation.
2. To encourage the pursuit of excellence in sport and promote healthy, active lifestyles through physical activity.
3. To win the 2010 Winter Olympic Bid to host the games in British Columbia.

Performance Measure	Target 2002/03	Actual 2002/03
Development of a sport and physical activity policy and action plans:		
• Cabinet approval of policy	• June 2002	• Framework for BC's Policy on Sport and Physical Activity was completed in March 2002.[1]
• Complete three action plans (Active Schools, Active Communities and Organized Sports)	• March 2003	• The Active Schools, Active Communities and Organized Sports recommendations report: *Moving Ahead — From Policy to Action Recommendations for a Sustainable Future for Sport and Physical Activity in British Columbia* was completed. Development of actions plans was still underway at the end of March 2003.[2]
• Develop performance measures for plans	• March 2003	• Performance measures for these plans were still being developed as of March 31, 2003.[3]

Discussion of Variance:

[1] The ministry will decide in 2003/04 whether the policy framework will go to Cabinet.

[2] Action plans to complement the Policy on Sport and Physical Activity are under development. Consultation with stakeholders resulted in a comprehensive set of recommendations that will inform this development. The recommendations are captured in *Moving Ahead — From Policy to Action Recommendations for a Sustainable Future for Sport and Physical Activity in British Columbia.* The Sport and Physical Activity Branch will implement an action plan to address these recommendations in 2003/04.

[3] Appropriate performance measures are being developed as action plans are being completed.

Performance Measure	Target 2002/03	Actual 2002/03
2010 Olympic Bid — meet key deadlines established by the International Olympic Committee (IOC)		
• IOC questionnaire	• June 2002	• IOC questionnaire was submitted in May 2002.
• Acceptance as candidate bid city	• September 2002	• Vancouver was accepted as a candidate bid city in September 2002.
• Candidate cities submit bid books	• January 2003	• Bid book submitted in January 2003.

Other achievements for which targets were not set in the Service Plan for 2002/03:

Sport and Physical Activity Branch

- Consultations on the sport and physical activity action plans led to the establishment of a Memorandum of Understanding between the Ministry of Health Planning and the Ministry of Community, Aboriginal and Women's Services to share resources to address physical inactivity. The ministry agreed to contribute resources to *Action Schools BC!*, an initiative of the Ministry of Health Planning.
- The Aboriginal Youth FIRST rural program completed its first year with 200 participants. The Urban Aboriginal Program was also developed for implementation in June 2003. As well, the Sport and Physical Activity Branch oversaw Team BC's participation in the 2003 Canada Winter Games in New Brunswick and helped to prepare Team BC for the 2003 Western Canada Summer Games.

Heritage Branch

- Negotiations with the federal government established a contribution agreement to implement the Historic Places Initiative (HPI) in BC. HPI is a national program that brings together provincial, federal and local governments and the heritage community. The new agreement, for the period December 1, 2002 to March 31, 2004, will transfer $920,000 in federal funds to the Heritage Branch to support:
  - — the creation of the Canadian Register of Historic Places;
  - — the promotion of new Standards and Guidelines for the Conservation of Historic Places; and,
  - — the establishment of a project certification process linked to new federal financial incentives for the conservation and rehabilitation of built heritage.
- Following the direction of the Core Services Review, the branch assisted in winding up the operations of the British Columbia Heritage Trust, effective March 31, 2003.
- A new non-government British Columbia Heritage Legacy Fund with a $5 million provincial endowment was created to provide a source of future funding for community heritage projects.

- At the direction of the Core Services Review, the Heritage Branch successfully initiated the first phases of the process to devolve management of its 15 heritage sites. By March 31, 2003, seven Requests for Proposal had been issued and evaluated.

Cultural Services Branch

- The branch developed and secured approval for the Book Publishing Tax Credit, a new refundable tax credit for B.C. book publishers, introduced as part of the Province's 2003/04 budget. The credit will help BC-based publishers grow, develop markets and compete with other jurisdictions.
- The Cultural Services Branch also provided support for Celebration 2010, a province-wide arts festival focused on the contribution of the arts to a successful Vancouver 2010 Olympics.

Olympic Bid, Community Initiatives and Vancouver Agreement

- The Olympic Bid Secretariat partnered with community groups and other ministries to initiate health, education and youth programs such as:
  - *Action Schools!* BC, a best practices physical activity model designed to assist elementary schools in creating individualized action plans to promote healthy living;
  - *Education2010.ca*, a site that combines the Olympic experience and values with curriculum-based projects, media and resources to create an exciting learning environment for teachers and students; and,
  - *SportFit*, a program to help young people in schools and communities identify sports that they are most likely to excel in. This may lead to Olympic success or simply more personal enjoyment of sports.
- The Community Initiatives and Vancouver Agreement Branch facilitated partnerships for businesses and residents of the Vancouver Downtown Eastside, such as the Steamworks Tour de Gastown annual cycle race, the Sunrise Dental Clinic and the Chinatown Millennium Gate.

Goal 7: Equitable opportunities for all British Columbians.

Objectives

1. To provide intervention and prevention initiatives to stop violence against women.
2. To support the availability of child care spaces, providing families with child care options.
3. To help create a thriving housing market that is responsive to the needs of a wide range of British Columbians.
4. To improve programs and services for Aboriginal people.
5. To maximize the economic and social benefits of immigration.

Performance Measure	Target 2002/03	Actual 2002/03
Provincial inventory of transition houses, safe homes and second stage housing. • Conduct inventory	Complete	• Completed. As this inventory is confidential it will not be released publicly.
Safer community strategy for women in shelters and transition houses. This includes a province-wide perspective for the delivery of women's services. • Develop strategy • Cabinet approval • Implement strategy	Complete	• Strategy is complete and submitted for Cabinet review. • The strategy had not been approved by Cabinet or implemented at March 31, 2003.[1]
Develop long-term strategy for encouraging the expansion of safe, affordable child care services. • Develop strategy • Cabinet approval • Implement recommendations	Complete	• The strategy was completed. • Cabinet has approved the strategy. • The key recommendation implemented was the introduction of the Child Care Operating Funding Program. It replaced the Compensation Contribution Program, the Infant/Toddler Incentive Grant Program, and the Out-of-School Care Transition Funding Program. Implementation of recommendations will continue in 2003/04.

Discussion of variance:

[1] The Safer Community Strategy was completed later than planned because the scope of the project grew over time. The new target date for implementation is 2003/04. Cabinet direction on the strategy is expected in 2003/04 pending scheduling by Cabinet Operations.

Performance Measure	Target 2002/03	Actual 2002/03
Complete Provincial Housing Policy. • Cabinet approval • Develop implementation plan • Develop performance measures/ deliverables	Complete	• Underway. • Cabinet had not yet approved the policy as of March 31, 2003.[1] • A preliminary implementation pian was developed and some pre-approved components of the policy have been implemented. • Performance measures have been developed. Final confirmation will follow cabinet approval.
# of Aboriginal businesses started or expanded with assistance from the First Citizens Fund.	130	195[2]

[1] The adoption of the Provincial Housing Policy depends on approval by the Core Services Review Committee (CSRC). The ministry worked with CSRC through 2002/03 but, due to the policy's complexity and a need for further analysis, the process was not completed. CSRC did approve Phase 1 of its review and Cabinet approved the Homeowner Protection Office component (see the Update on *New Era* Commitments section for more information). A final decision regarding the Provincial Housing Policy and programs is expected from CSRC in the first quarter of 2003/04.

[2] The actual number of Aboriginal businesses started or expanded with assistance from the First Citizens Fund exceeded the Directorate's target by 50 per cent. This is because the loans for which applications were received were generally for smaller dollar amounts than were anticipated. This allowed more loans to be provided. To understand the fuller story, readers should be aware of the jobs created as a result of these loans (reported in the section below).

Other achievements for which targets were not set in the Service Plan for 2002/03:

Women's Issues

- 12,925 women and children used transition houses as safe shelter from violence. An annual average of 14,125 clients used this service between 1998/99 and 2001/02. The 2002/03 decrease is consistent with the nation-wide downward trend in transition home use identified by Statistics Canada. The ministry is revising its data collection system to help determine the cause of this and other trends.
- 5,087 women who experienced abuse were counselled by contracted service providers. In 2001/02, 5,064 women received counselling.
- 8,458 children were counseled by contracted service providers under the Children Who Witness Abuse program. In 2001/02, 9,203 received counselling.

Child Care

- 172 child care organizations were supported under the capital grant programs. This is down from the 257 supported in 2001/02 because the capital program for out-of-school care was no longer in place at April 1, 2002.

- 416 spaces were created and 5,070 spaces were supported under the capital grant programs.
- 3,170 child care organizations were supported by operating grants.

Housing

- The Rental Housing Planning Guide was released, providing tools for local governments to work with the housing industry to promote and preserve rental housing stock.
- The Province, BC Housing and other partners completed 1,386 housing units across BC, 368 of which are for lower income urban single people, people who are homeless or at risk of homelessness and other groups. Construction of an additional 939 units is under way.
- Through BC Housing, the Province provided more than $16 million to subsidize approximately 2,600 units of social housing in the Vancouver Downtown Eastside. As part of the agreement to sell the former Woodward's building to the City of Vancouver, the Province announced that it would also fund an additional 100 units of non-market housing in the area.

Aboriginal People

- The ministry provided loans through the First Citizens Fund to enhance social and economic opportunities for Aboriginal people. In addition to the business starts and expansions reported above, the loans helped to create 446 full-time or part-time jobs. This compares to 407 jobs created in 2001/02.
- The ministry negotiated three agreements with employers under the Aboriginal Employment Partnership Initiative to encourage employment and economic opportunities for Aboriginal people.
- Bursary funding of $153,600 was provided to 158 Aboriginal post-secondary students. In 2001/02, the ministry provided 135 students with $123,750.
- 111 Aboriginal youths received entrepreneurial training through the Aboriginal BEST program, assisting them to develop business ideas and become self-employed. The program is offered in Terrace, Courtenay/Comox, Williams Lake, Kamloops, Fort St. John, and Castlegar.
- Business Advisory Service offices were set up in Fort St. John and Cranbrook, with federal funding assistance. The offices are designed to support Aboriginal businesses in under-serviced areas of the province.

Settlement and Multiculturalism

- The ministry completed development of the Critical Incident Response Model, with 12 communities at various stages of model implementation. The model enables community leaders to respond to incidents of racism arising in their communities. As of March 31, 2003, four communities were in the first stage of implementation, four were in the second stage, and four were in the third (final) stage towards full implementation.
- Immigrant settlement services and adult English training were delivered in 33 BC communities through 145 contractors.

- 36 anti-racism and multiculturalism projects were underway in 22 communities across BC. These included the Capital Region Race Relations Association's Racially Diverse Families Project, which provided workshops to Victoria-area service providers to help them identify barriers faced by racially diverse people. Elsewhere, the Kamloops Cariboo Regional Immigrant Society coordinated a community anti-racism project that included anti-racism training for youth, a diversity walk and various other activities in the community to raise awareness about racism, its effects, and how to combat it.

Immigration

- Under the BC Provincial Nominee Program, 181 immigrants were nominated to fill jobs in sectors with proven critical skill shortages. There were 83 nominations in 2001/02, the first year of the program. Twenty-two per cent of the 2002/03 nominations were from employers outside the Lower Mainland.
- Employer clients of the Provincial Nominee Program gave the program a 94 per cent satisfaction rating for the time required to complete the application process and a 79 per cent satisfaction rating for the program's expediting of the federal immigration process for nominees.
- The International Qualifications Program negotiated 15 partnerships, which directly or indirectly helped immigrants practice their profession or trade in BC. An early result of these efforts saw nine foreign-trained nurses successfully challenge the examination for registered nurses, allowing them to integrate into the Canadian nursing profession. Four others examination challenges were pending as of March 31, 2003.

Core Business Area: Corporate Services

Goal 8: Cost-effective support services.

Objectives:

1. To provide responsive, innovative and cost-effective corporate support services.
2. To manage organizational change within the ministry.

Performance Measure	Target 2002/03	Actual 2002/03
% of staff using Virtual Office desktop environment.	50%	50%
% of staff registered for training and development programs.	50%	50%

Other achievements for which targets were not set in the Service Plan for 2002/03:

Finance and Administration

- Corporate service delivery was realigned as certain functions moved outside the ministry and others were acquired. For example, payroll services moved to Solutions BC, while the human resources function was transferred to the BC Public Service Agency.
- The ministry significantly enhanced its corporate capacity for contract management and performance measurement and accountability. This was a key improvement as contract payments account for approximately 75 per cent of the ministry's operating budget. To increase the efficiency and effectiveness of contract management, the ministry provided clear, concise and simple contract management policies, procedures, forms and systems as well as advisory services and staff training. Dedicated resources were also provided to enhance service planning, performance measurement, risk management and accountability.
- Consistent with various program changes in 2002/03, the ministry's inventory of office space was downsized by almost 1,900 m^2. Associated building occupancy charges dropped by over $500,000 per annum.

Information Systems

- The ministry moved to "Virtual Office," a centrally provided software application service. This initiative generated efficiency in systems upgrades and software management and helped to reduce operating costs.
- The Information Systems Branch provided significant support to the Child Care Program in developing the Child Care Operating Funding system. This system supports the consolidation of a number of existing child care grant programs. It also enables the implementation of a new online service for more than 3,000 licensed group and family child care providers. The system is a prototype for an integrated contract management system for all ministry programs.

Deregulation

As part of the government-wide initiative to cut red tape, the Ministry of Community, Aboriginal and Women's Services completed a baseline count of 71,238 regulatory requirements in June 2002. The table below presents the progress to March 31, 2003 as compared to targets. The projected completed regulation count is also provided.

Program Area	Baseline June 2002	March 31, 2003 Target	March 31, 2003 Actual	June 30, 2004 Target
Safety	8,532	8,532	8,532	1,884
Railway	10,218	10,179	10,179	10,179
Fire	4,223	4,223	4,223	4,223
Local Government and Libraries	13,115	10,718	10,826	8,822
Heritage	17,324	13,096	9,636	218
Building	13,182	13,182	13,182	13,182
Arts and Culture	2,699	2,846	2,699	2,699
Housing	1,106	1,067	1,067	739
Child Care	797	775	757	344
Aboriginal and Multiculturalism	42	42	42	42
Totals:	**71,238**	**64,660**	**61,143**	**42,332**
Reduction:		6,578	10,095	28,906
Cumulative Reduction		9%	14%	41%

2002/03 Resource Summary by Core Business Area

	Estimated	Other Authorizations[1]	Total	Actual	Variance
Operating Expenses ($000)					
Enable Effective Local Goverment, Aboriginal and Women's Services	157,401	264	157,665	168,887	(11,222)
Citizens' Access to Government	21,044		21,044	21,157	(113)
Safety and Standards	21,168		21,168	20,503	665
Services for Communities and First Nations	339,559		339,559	330,195	9,364
Corporate Services	15,656		15,656	13,871	1,785
Total	**554,828**	**264**	**555,092**	**554,613**	**479**
Full-time Equivalents (FTEs)					
Enable Effective Local Government, Aboriginal and Women's Services	128		128	122	6
Citizens' Access to Government	283		283	271	12
Safety and Standards	238		238	226	12
Services for Communities and First Nations	328		328	309	19
Corporate Services	130		130	118	12
Total	**1,107**	**0**	**1,107**	**1,046**	**61**
Ministry Capital Expenditures (CRF) ($000)					
Enable Effective Local Government, Aboriginal and Women's Services	20		20	23	(3)
Citizens' Access to Government	2,000		2,000	55	9,145
Safety and Standards	1,900		1,900	1,487	413
Services for Communities and First Nations	4,155		4,155	857	3,298
Corporate Services	1,500		1,500	436	1,064
Total	**9,575**	**0**	**9,575**	**2,858**	**6,717**

[1] Statutory Appropriation for University Endowment Lands Administration Special Account
Note: The ministry has no Consolidated Capital Plan Expenditures or Other Financing Transaction

Revenue Source	Estimated	Actuals	Variance
Revenue ($000s)			
Fees and Licences			
Safety Inspection Fees	15,878	16,645	(767)
University Endowment Lands	2,178	2,206	(28)
Total Fees and Licences	**18,056**	**18,851**	**(795)**
Investment Earnings			
First Citizens Fund	3,398	3,480	(82)
Physical Fitness and Amateur Sports Fund	1,726	1,988	(262)
Olympic Arts Fund	280	365	(85)
Downtown Revitalization Program	600	483	117
Total Investment Earnings	**6,004**	**6,316**	**(312)**
Miscellaneous			
Miscellaneous receipts, NSF fees, etc.	175	17	158
Recovery of prior years expenses	0	460	(460)
Total Miscellaneous	**175**	**477**	**(302)**
Contributions from the Federal Government			
Immigration	18,800	18,800	0
Ministry Total	**43,035**	**44,444**	**(1,409)**

[1] Statutory Appropriation for University Endowment Lands Administration Special Account
Note: The ministry has no Consolidated Capital Plan Expenditures or Other Financing Transaction

Report on Resources: Mirroring the *Estimates* Vote Structure

	Estimated	Other Authorizations[1]	Total	Actual	Variance
Operating Expenses ($000)					
Ministers' Office	1,105		1,105	852	253
Corporate Services	14,551		14,551	13,019	1,532
Women's Services and Child Care	136,506		136,506	99,236	37,270
Housing and Building	136,563		136,563	150,416	(13,853)
Culture, Heritage and Sport[2]	32,335		32,335	35,868	(3,533)
Government Agents	21,044		21,044	21,157	(113)
Safety and Standards	21,168		21,168	20,503	665
Aboriginal, Multiculturalism and Immigration[2]	23,194		23,194	21,258	1,936
Local Government[2]	152,942	264	153,206	163,553	(10,347)
2010 Winter Olympic Bid Secretariat and Community Initiatives	4,416		4,416	17,817	(13,401)
Royal BC Museum[3]	11,004		11,004	10,934	70
Total	**554,828**	**264**	**555,092**	**554,613**	**479**
Full-time Equivalents (FTEs)					
Ministers' Office	10		10	8	2
Corporate Services	120		120	110	10
Women's Services and Child Care	70		70	63	7
Housing and Building	15		15	18	(3)
Culture, Heritage and Sport	92		92	84	8
Government Agents	283		283	271	12
Safety and Standards	238		238	226	12
Aboriginal, Multiculturalism and Immigration	56		56	56	—
Local Government	104		104	97	7
2010 Winter Olympic Bid Secretariat and Community Initiatives	18		18	18	—
Royal BC Museum[3]	101		101	95	6
Total	**1,107**		**1,107**	**1,046**	**61**

[1] Statutory Appropriation for University Endowment Lands Administration Special Account

[2] Includes Special Accounts

[3] For information on the Royal BC Museum, please see the *Royal British Columbia Museum Annual Service Plan Report* at www.rbcm.gov.bc.ca

Note: The ministry has no Consolidated Capital Plan Expenditures or Other Financing Transactions

	Estimated	Other Authorizations[1]	Total	Actual	Variance
Ministry Capital Expenditures (CRF) ($000)					
Corporate Services	1,500		1,500	436	1,064
Women's Services and Child Care	500		500	547	(47)
Housing and Building	20		20	0	20
Culture, Heritage and Sport	70		70	41	29
Government Agents	2,000		2,000	55	1,945
Safety and Standards	1,900		1,900	1,487	413
Aboriginal, Multiculturalism and Immigration	50		50	42	8
Local Government	20		20	14	6
2010 Winter Olympic Bid Secretariat and Community Initiatives	15		15	7	8
Royal BC Museum[3]	3,500		3,500	229	3,271
Total	**9,575**	—	**9,575**	**2,858**	**6,717**

[1] Statutory Appropriation for University Endowment Lands Administration Special Account
[2] Includes Special Accounts
[3] For information on the Royal BC Museum, please see the *Royal British Columbia Museum Annual Service Plan Report* at www.rbcm.gov.bc.ca
Note: The ministry has no Consolidated Capital Plan Expenditures or Other Financing Transactions

Capital Requirements

Capital expenditures were less than the budget due to:

- Underspending by the Royal British Columbia Museum on tenant improvements;
- Delay of Government Agents Revenue Management Systems re-development; and
- Savings in systems spending throughout the ministry.

The capital spending on Women's Services and Child Care is primarily for the new Child Care Operating Funding system. This system supports the ministry's key strategy of implementing a new integrated operational grant to support licensed child care spaces.

The capital spending on Safety and Standards is primarily for Safety Engineering Services' modernization project. This supports the department's key strategy of implementing a new information technology system.

Summary Reports on Other Planning Processes

Human Resources Management Plan

In 2002/03, the ministry undertook a number of human resources initiatives to support its business and strategic processes and redefined organizational structures. Key priorities included:

Workforce Adjustment

The Human Resource Branch managed the retirement of 56 people and the voluntary departure of 28 others. It also successfully placed 46 people affected by the elimination of their jobs.

Training and Development

In the last quarter of the year, the British Columbia Public Service Agency (formerly the Public Service Employee Relations Commission) introduced the concept of competencies as a building block for the selection and development of employees. Competencies (skills, abilities and attributes) are now being incorporated into selection processes as managers are introduced to the concept. Managers were introduced to new approaches to employee performance and development through a series of workshops scheduled throughout the year.

Management Development

An employee committee was assembled to create a plan for workplace excellence. Consistent with the priorities identified by managers, three key strategic directions were identified:

- complete succession management plans;
- implement individual performance management; and,
- develop leadership skills at all levels within the ministry.

Information Resources Management Plan

In 2002/03, information systems staff dedicated their efforts to projects that enhance electronic service delivery and sharing of common services. The range of projects implemented included:

Settlement Services Information System provides a way for the ministry to monitor services provided by contracted agencies in the area of immigrant settlement services.

Fire Inventory Reporting and Evaluation System allows 465 fire departments across the province to provide information through the Internet on issues such as incidents, emergency equipment and skills inventory, certification and juvenile fire setting.

Local Government Information System is a database of local government statistics. It allows local governments to directly access the system to update or add information and to download data as needed.

Community Access Terminals were installed in 58 Government Agent offices and One-Stop Business Registration was fully implemented in 2002/03.

Appendix A — Agencies, Boards and Commissions

Local Government

Board of Examiners
Boards of Variance
Islands Trust Fund Board
Provincial Capital Commission
Community Charter Council
Municipal Insurance Association

Housing and Building Policy

Building Code Appeal Board
BCHMC Board of Commissioners
Homeowner Protection Office Board of Directors
Building Safety Advisory Council

Safety and Standards

Electrical Safety Advisory Committee
Electrical Safety Appeal Board
Electrical Safety Board of Review
Elevating Devices Advisory Committee
Elevating Devices Appeal Board
Fire Safety Advisory Council
Gas Safety Advisory Committee
Gas Safety Appeal Board
Power Engineers and Boiler and Pressure Vessel Safety Advisory Committee
Power Engineers and Boiler and Pressure Vessel Safety Appeal Board
Fire Safety Advisory Council
Public Fire and Life Safety Education Advisory Council

Women's Services and Child Care

Provincial Child Care Council

Community Services and Culture

British Columbia Arts Council
British Columbia Games Society
Royal British Columbia Museum

Aboriginal, Multiculturalism and Immigration

First Peoples' Advisory Committee
First Peoples' Heritage, Language and Culture Council
Native Economic Development Advisory Board
Multicultural Advisory Council

Appendix B — Key Legislation

The ministry is responsible for 41 public Acts. Key legislation includes:

- *Arts Council Act*
- *Child Care BC Act*
- *Electrical Safety Act*
- *Elevating Devices Safety Act*
- *Fire Services Act*
- *Gas Safety Act*
- *Heritage Conservation Act*
- *Home Owner Protection Act*
- *Islands Trust Act*
- *Library Act*
- *Local Government Act*
- *Local Government Grants Act*
- *Multiculturalism Act*
- *Museum Act*
- *Power Engineers and Boiler and Pressure Vessel Safety Act*
- *Special Accounts Appropriation and Control Act (Sections 4, 8 and 9)*

Appendix C — Ministry Structure*

Local Government Department

Governance and Structure Division
- Local Government Structure Branch
- Community Charter Implementation

Community Transition Division
Inter-Governmental Relations and Planning Division
- Planning Branch

Local Government Services and Infrastructure Division
- Municipal Engineering Branch
- Infrastructure and Financial Management

Local Government Policy and Research Branch
Public Library Services Branch
University Endowment Lands

Housing and Building Policy Department

Housing Policy Branch
Building Policy Branch

Safety and Standards Department

Safety Engineering Services Division
- Certification, Licensing and Quality Management Branch
- Electrical and Elevating Devices Safety Branch
- Management Services Branch
- Boiler, Gas and Railway Safety Branch

Office of the Fire Commissioner

Community Services and Culture Department

Cultural Services Branch
Heritage Branch
Sport and Physical Activity Branch

Olympic Bid, Community Initiatives and Vancouver Agreement Department

Olympic Bid Secretariat
Community Initiatives and Vancouver Agreement Branch

Aboriginal, Multiculturalism and Immigration Department

Aboriginal Directorate
- Negotiations and Corporate Mandates Branch
- Social and Economic Initiatives Branch

Immigration Division
- Immigration Programs Branch
- Immigration Policy and Intergovernmental Relations Branch

Settlement and Multiculturalism Branch
Planning and Resource Management Branch

Women's Services and Child Care Department

Women's Policy Branch
Stopping the Violence Branch
Child Care Policy Branch
Child Care Programs Division
- Child Care Programs Branch
- New Initiatives Branch
- Parent Subsidy Branch

Corporate Services Department

Finance and Administrative Services Branch
Strategic Human Resources Branch
Information and Privacy Branch
Corporate Policy and Planning Branch
Information Systems Branch

* The information presented depicts the ministry's structure as of May 30, 2003.

Appendix D — Status of *New Era* Commitments

New Era Commitment	Current Status	Completed to March 31, 2003	Next Steps
Women's Services and Child Care			
Increase child care choices for parents by encouraging the expansion of safe, affordable child care spaces. (*New Era* Commitment)	Complete	New sustainable Child Care Operating Funding and Capital Grant programs in operation.	
Review and make recommendations on the feasibility of development of a province-wide perspective for delivery of women's services. (Premier's service letter)	Complete	The Women's Services Directory fulfills this commitment.	
Review and make recommendations on the provincial inventory of transition houses and emergency shelters. (Premier's service letter)	Complete		
Develop a safer community strategy for women in provincial emergency shelters and transition houses. (Premier's service letter)	Underway	Document complete.	Cabinet will review the strategy.
Protect current funding and existing levels of access to abortion services throughout the province, as a matter of confidence in government. (*New Era* Commitment)	Ministry of Health Services responsibility		
Local Government			
Pass a Community Charter to outlaw provincial government "offloading" of costs onto municipal governments, and to give local governments greater autonomy and better planning tools to reduce pressure on property taxes. (*New Era* commitment)	Underway	Legislation phase 1 spring 2003.	Legislation phase 2 to be determined.

New Era Commitment	Current Status	Completed to March 31, 2003	Next Steps
Local Government			
Return 75% of all traffic fine revenue to municipalities, to improve community policing and crime prevention. (*New Era* commitment)	Main responsibility outside CAWS.		Ministry is working with the Ministries of Solicitor General and Finance on this issue.
Ensure that Crown corporations are subject to local zoning and land-use by-laws. (*New Era* commitment)	Main responsibility outside CAWS.		Crown Agency Secretariat responsibility.
With the UBCM, establish a process to review regional governance structures to meet the diverse needs of all parts of BC (Premier's service letter).	Preliminary work only.		Cabinet submission in 2003/04, Implement in 2004/05.
Improve relations with Local Governments. (Premier's service letter)	Underway.	See *Community Charter*	
Examine the feasibility of strategic plan for Library Services throughout BC. (Premier's service letter)	Preliminary work only.	Work on strategic plan started.	Completed.
Aboriginal Services			
Increase efforts to protect and promote aboriginal languages. (*New Era* commitment)	Underway.	FirstVoices.com pilot project launched, $870,000 funding in 2002/03.	$870,000 funding in 2003/04. 2004/05- funding increased to $1 million. 50% (16) of languages able to use FirstVoices program in 2003/04, 100% (32) in 2004/05.
Devote special attention and resources to addressing the challenges and needs of aboriginal women and youth, and to helping aboriginal families bridge the "digital divide". (*New Era* commitment)	Underway.	Liaison with Chief Information Officer on priority issues.	Two pilot initiatives will be launched in 2003/04, evaluation of pilots completed in 2004/05.

New Era Commitment	Current Status	Completed to March 31, 2003	Next Steps
Aboriginal Services			
Create a permanent First Citizens' Forum that will provide aboriginal citizens living on and off reserves a direct means to communicate with government about their priorities and ideas to materially improve their quality of life today. (*New Era* commitment)	Complete.	1st Forum held on Oct 11, 2002.	Annual forums will continue to be held.
Double the First Citizens Fund to $72 million to support native friendship centres, student bursaries and economic development programs. (*New Era* commitment)	Underway.	Legislation passed August 2001.	Fund will be fully doubled by April 2004.
Increase program funding, together with the federal government, to solve urban challenges and build capacity. (*New Era* commitment)	Underway.	Inventory of provincial programs and services. Prepared estimates of federal sectoral funding. Federal engagement strategy approved.	Urban pilot projects will be launched in 2003/04. Pilots will be evaluated.
Examine service agreements with Aboriginal communities and develop a framework with the federal government to improve the delivery of social services within these communities. (*New Era* commitment)	Complete.	Review of service agreements. Framework developed.	
Culture, Heritage and Sport			
Increase funding to the BC Arts Council to promote and support BC arts, music, artists and culture. (*New Era* commitment)	Preliminary work only.		BC Arts Council funding to be increased in 2005/06.

New Era Commitment	Current Status	Completed to March 31, 2003	Next Steps
Double the Physical Fitness and Amateur Sports Fund to $44 million, to promote physical fitness and participation in amateur sport. (*New Era* commitment)	Underway.	Legislation passed Aug 2001	Fund will be fully doubled by April 2004.
2010 Winter Olympics			
Aggressively support and champion British Columbia's bid to host the 2010 Winter Olympics. (*New Era* commitment)	Underway.	BC has been short-listed for the 2010 Olympics. Bid book submitted.	The outcome of the 2010 Winter Olympic Games bid will be known July 2, 2003.
Housing and Building			
Implement a flexible, innovative program to increase the supply of affordable housing. (*New Era* commitment)	Complete.	New housing program, Independent Living BC, introduced in 2002.	
Review housing, homeowner and code issues and rationalize regulation of the construction housing industry, and development a plan to deal with the immediate "leaky condominium" problem. (Premier's service letter)	Complete.	Government confirmed its approach to financial assistance for leaky condo owners.	
Review Homeowner Protection Office (HPO). (Premier's service letter)	Complete.	Role and mandate of HPO has been confirmed. New board will be asked to do further review and report to government in 2004.	
Government Agents			
Restore B.C. as a world leader in E-government, to give all citizens and businesses better online access to core services, 24 hours a day, seven days a week. (*New Era* Commitment)	Complete.	Community Access Terminals have been installed in all 58 government agent offices.	Government Agents transferred to Ministry of Management Services.

Appendix E — British Columbia Heritage Trust Performance Report, 2002/03

In its Service Plan for 2002/03 – 2004/05, the Board of the Trust noted that a significant activity for fiscal 2002/03 would be a review of the Trust's mission and activities. This review was undertaken in context with the government-wide Core Services Review and Deregulation Initiative.

As a result of the Core Services Review of all Crown corporations, the decision was made to terminate the operations of the Heritage Trust by March 31, 2003.

Termination of the Trust required three steps:

1. The review of all existing financial commitments to determine those projects that could be responsibly paid out, those that should be terminated and those that should be carried forward as liabilities of the Province.
2. The disbursement of all funds held by the Trust in the Heritage Trust Fund in a manner consistent with the objects of the Trust.
3. Amendments to the *Heritage Conservation Act* and other statutes to eliminate the Trust as an agent of the Crown as of April 1, 2003.

All three steps were successfully completed by March 31, 2003.

During the fiscal year, the Trust made a total of 34 project awards. These included 26 projects with a total investment of $214,425 within the regular program guidelines and voted allocation for the year. The Trust also awarded eight special grants totaling $1.2 million to disburse its remaining financial assets. Most of the investments were in the form of program support to non-profit heritage organizations, scholarships, student prizes and study grants. These will advance the primary strategic direction of the Trust — *to invest in community heritage planning, capacity building and other initiatives.* In addition, several of the commitments will support the Trust's second strategic priority — *to contribute resources towards the implementation of the Historic Places Initiative in British Columbia.*

The most significant of the eight special grants was a $500,000 start-up contribution to establish the British Columbia Heritage Legacy Fund within the Vancouver Foundation. The Province contributed a further $4.5 million to this endowment. The fund will be developed and guided by a new non-profit entity to be established by the Heritage Society of B.C. and the Land Conservancy of B.C. The goal of the society will be to match the initial provincial endowment and create a sustainable non-government source of funds to support community heritage initiatives.

In addition to the above investment, the Trust provided grants to the Heritage Society of B.C. ($400,000), University of Victoria Cultural Resource Management Program ($90,000), Simon Fraser University City Program ($90,000), Underwater Archaeological Society of

B.C. ($63,500), The Land Conservancy ($56,000), B.C. Historical Federation ($15,000) and Archaeological Society of B.C. ($15,000). These final investments of the Trust will assist the conservation of British Columbia's heritage and build capacity and sustainability within the heritage community.

From its establishment in 1978 to its termination in 2003, the Trust provided financial support to over 2,300 heritage initiatives across British Columbia with a total investment of almost $30 million. This assistance generated community contributions estimated in excess of $90 million.